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ROUTING AND RECORD SHEET				
SUBJECT: (Optional) OL 4th Quarterly Review				
FROM: [Redacted] Asst DA Planning Officer 7D18 HQ		EXTENSION	NO.	
			DATE 15 Feb 85	
TO: (Officer designation, room number, and building)	DATE		OFFICER'S INITIALS	COMMENTS (Number each comment to show from whom to whom. Draw a line across column after each comment.)
	RECEIVED	FORWARDED		
1. [Redacted]				<div>Enelyn,</div> <div>Please make any changes, corrections, or additions to the attached draft and return it to me.</div> <div>Thanks,</div> <div>S. Steve</div>
3. [Redacted] Asst DA Planning Officer 7D18 HQ	2/26	2/27	S/K	
4. [Redacted]				
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15 February 1985

MEMORANDUM FOR THE RECORD

SUBJECT: Office of Logistics' Fourth Quarterly Review
30 November 1984

1. The Office of Logistics' (OL) Fourth Quarterly Review was held on 30 November 1984 at 0930 hours. The session was hosted by [redacted], (DD/OL), who opened the review by welcoming the DDA and all attending officers. Following his welcoming remarks, he introduced the first speaker, [redacted] to address the Logistics Management Development Program.

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2. [redacted] explained that because of increasing concern that mid-level managers in OL were becoming specialized, a committee was formed to study the problem and formulate recommendations. Based on the results of the study, a program was established to create a cadre of individuals that could assume managerial positions through specialized training programs. A two-year, highly individualized program was created and a small number of candidates were identified to participate in the initial running of the program. Nominations and selections are based on the following factors:

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- a. Minimum of 3 years Agency employment.
- b. BA degree or pursuit of degree.
- c. Minimum entry GS-11, no maximum entry.
- d. Cat I ranking or top 25% of Cat II.
- e. Medically qualified for PCS or TDY duty.
- f. Professional certification or active member of a professional society.

Potential candidates are recommended to D/OL by the career board. Those selected will participate in a variety of challenging OL assignments and attend special training programs arranged through the Office of Training and Education. There will be a maximum of eight participants at one

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time. Ten persons have been nominated and two selected. The Logistics Professional Development Program was established after review and study of similar programs in the Agency, other government agencies, and private industry. Final activities are in process for the establishment of a Blue Collar Program.

3. A follow-up on the OL "Quality of Life Program" was addressed by [redacted] He told the audience that during the past reporting period, the following programs designed to upgrade the appearance of the Headquarters building were completed or are still in progress:

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- a. Upgrade of the womens' lounge (towel racks, cabinets, and light fixtures. (Scheduled for completion in December)
- b. Repair of the tunnel (waterproofing and water sealant). (Scheduled for completion in December)
- c. Upgrade the decor in the Office of Medical Services. (Completed)
- d. Improve the appearance and safety of the ground floor. (Completed)
- e. Upgrade the decor in the North and South Cafeteria.
- f. Upgrade the appearance of HQ building. (Completed)

In response to questions from the DDA, [redacted] stated that maintaining the walls and performing paint touchups would be the responsibility of the custodial crew and that elevator doors would be painted first by Allied who would use an electrostatic painter.

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4. [redacted] also reviewed the Agency takeover of maintenance and operations of Headquarters facility from GSA. He briefly listed the fourth quarter accomplishments in this area, which included the awarding of the contract, identifying GSA equipment available for the contractor, incomplete GSA work orders, key GSA personnel for transition, and contractor supplies and equipment that can be purchased using FY 84 funds. Continuing into the first quarter of FY 85 will be the security processing of contractor personnel, developing contractor procedures, and coordinating the contractor phase-in schedule with GSA.

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In response to a DDA question, [redacted] stated that he was impressed with Allied management, especially in crafts, skills, operation, and maintenance. He added that he was less impressed with custodial services where training is needed and improvements in first-line supervision.

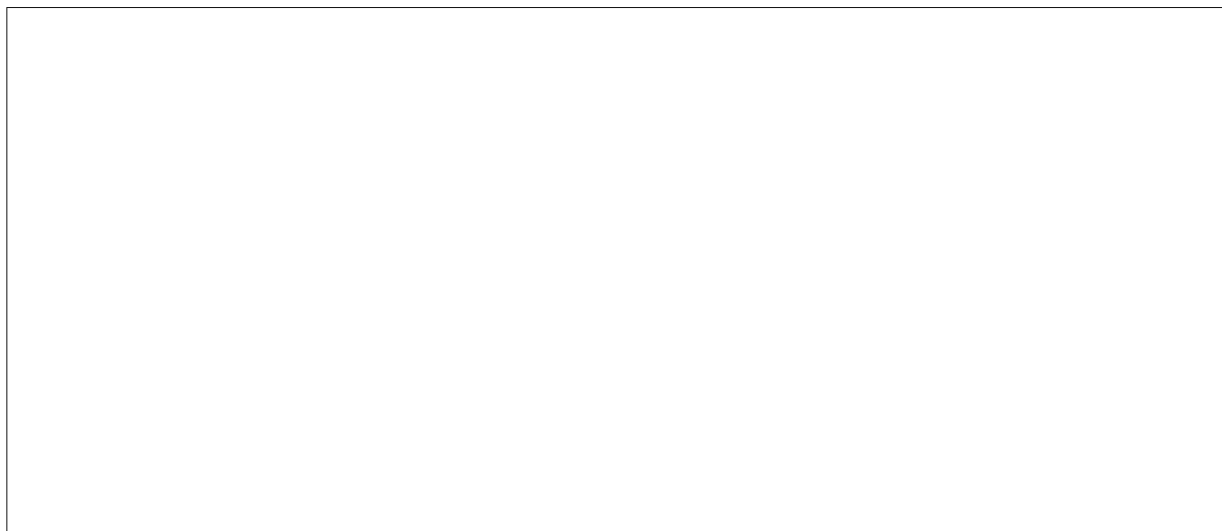
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5. The next speaker, [] discussed the implementation of corrective action to problems uncovered in the Printing and Photography customer service questionnaire. He said that the results of the questionnaire produced comments on a wide variety of P&PD services. Although most of the responses were favorable, a few problem areas were identified. For example, there was some customer dissatisfaction regarding job status inquiries and some concern over the timely completion of services. Additionally, some areas of support not currently provided by P&PD were brought to light, i.e., video, design and graphics, color xeroxing, speciality forms and certificates, and increased ETECS support. Attempts to contact survey respondents for further clarification of problems were partially unsuccessful due to anonymity of respondents, organizational changes, and other administrative reasons. However, there were corrective actions implemented in the following areas:

- a. A concerted effort to be more "service oriented."
- b. Follow-up surveys to be periodically issued with randomly selected publications.
- c. Redesigning of P&PD requisition forms.
- d. Publication of a handbook of P&PD services and capabilities.
- e. Future electronic requisitions in some P&PD areas.

[] then passed out copies of the new P&PD handbook, professionally produced, and containing a complete guide of services and telephone contact numbers.



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7. [] completed the review session by presenting the audience with a brief review of FY 84 OL accomplishments. He began by indicating the most notable accomplishment was the positive response to a significant increase in workload for all logistical functions. For example, procurements reached the highest level in history, the number of line items introduced into the supply system increased by 15%, and growth in real estate, engineering support, and printing and photography demands occurred across the board. Other notable FY 84 accomplishments include:

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d. Implementation of new parking programs at outbuildings.

e. Transfer of HQS maintenance and operation responsibilities from GSA to the Agency.

[] concluded his remarks by thanking all participants and guests and the session was adjourned at 1100 hours.

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DDA/[] 15Feb85

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Orig - File

1 - DDA Chrono

1 - DDA/MS Chrono

1 - D/OL

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